



DEPARTMENT OF THE NAVY  
COMMANDER  
HELICOPTER TACTICAL WING  
U.S. PACIFIC FLEET  
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SAN DIEGO, CALIFORNIA 92135-7096

COMHELTACWINGPACINST 1750.1A  
N001

**MAY 25 1999**

COMHELTACWINGPAC INSTRUCTION 1750.1A

Subj: OMBUDSMAN

Ref: (a) OPNAVINST 1750.1D  
(b) COMNAVAIRPACINST 1750.3E

1. Purpose. To issue procedures for the Family Ombudsman Program.
2. Background. The Navy Ombudsman is an officially appointed volunteer who acts as liaison between Navy family members and the command. The Ombudsman plays an important role in establishing and maintaining good communications between command family members and personnel assigned to the command.
3. Discussion. The Ombudsman is an integral element of the Navy Team. As the focal point of contact for Navy members and family members, the Ombudsman makes significant contributions in all matters pertaining to the health, welfare, and morale within the command, and stimulates better communications between the families and personnel assigned. Enclosure (1) to reference (a) provides additional information as to the purpose and responsibilities of the Navy Ombudsman.
4. Action
  - a. Squadron Commanding Officers shall:
    - (1) Select at least one Ombudsman from among the spouses within the command.
    - (2) Execute an official letter of appointment, with a copy to COMHELTACWINGPAC (N001), COMNAVAIRPAC (N013), and the parent Naval Air Station Ombudsman Chairperson.
    - (3) Establish guidelines and procedures to allow the Ombudsman to be effectively utilized.

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(4) Provide the Ombudsman with a copy of references (a), (b), and this instruction.

(5) Authorize the Ombudsman the use of metered postage. Ensure that mail carries the return address of the command and not the personal address of the Ombudsman.

(6) Provide financial support (e.g., paper, envelopes, pens, copier service, administrative assistance, toll calls, transportation, etc.) from appropriated or non-appropriated funds as command resources permit.

(7) Upon completion of the Ombudsman's service to the command, consider tangible or intangible recognition to officially commend the Ombudsman.

(8) Strive to have a trained replacement for turnover of functions with the departing Ombudsman. The minimum acceptable level of training is attendance at the local area two-day basic Ombudsman training course.

b. The Squadron CMC shall:

(1) Maintain close liaison and act as point of contact between the command and Ombudsman.

(2) Ensure the Ombudsman has an "up-to-date" social roster containing the home address and phone number of all personnel assigned.

(3) Continually provide the command Ombudsman with information pertaining to upcoming command events, new arrivals, projected losses, and current events for inclusion in Ombudsman "Newsletters" to families.

(4) Coordinate and ensure command support of the Ombudsman program.

(5) Ensure attendance of a command representative at the monthly Force/Station Ombudsman meeting when the Ombudsman is unable to attend.

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c. The Squadron/Staff Ombudsman will submit claims for reimbursement of official expenses authorized under reference (a) in the form of a type written memorandum to the COMHELTACWINGPAC Budget Supervisor (N13). The memorandum claim must include name of payee, mailing address, detailing dates, amounts, reason for expense, mileage, etc., with receipts where appropriate.



D. A. MAWHINNEY

Distribution:  
COMHELTACWINGPACINST 5216.1C (CH-1)  
List I and II